BERGEN COMMUNITY COLLEGE

JOB DESCRIPTION

TITLE: IT Supervisor of Academic Lab

DEPARTMENT: Information Technology

FUNCTION: Supervise and train Student Technology Consultants and creates work schedules to ensure proper coverage for academic labs and classrooms across all locations. Initiates dispatch for workstation testing to ensure functionality of computer systems. Maintains equipment inventory including printers and other peripherals, Support Lab software applications and hardware.

REPORTS TO: Managing Director of User Support Services

SUPERVISES: Student Workers

MAJOR RESPONSIBILITIES:

Responsibilities include but are not limited to:

1. Supervise and train Student Technology Consultants on the basic usage of software applications; creates work schedules for proper lab and classroom coverage and initiates dispatch for workstation testing to ensure the proper functioning of computer systems.
2. Arranges physical computer setups and software system installations for various computer applications and programs.
3. Monitors and enforces proper lab usage standards and practices with all users.
4. Provides support as needed to faculty and lab assistants in the use of computing facilities.
5. Presents timely updates to manager on support activities and outcomes.
6. Prepares paperwork for bi-monthly payroll for all Student Technology Consultants and ensures its accuracy for College payroll department.
7. Maintains equipment inventory including printers and other peripherals, Support Lab software applications and hardware.
8. Performs additional tasks or duties as assigned by the Managing Director of User Support Services or other designated management.

MINIMUM QUALIFICATIONS:

Knowledge, Skills and Abilities: Demonstrates understanding of the community college mission and practices an open door policy. Demonstrated problem solving skills and the ability to write reports, business correspondence, and procedure manuals and to interpret a variety of instructions furnished in written, oral, diagram and schedule form. Working knowledge of
instructional technologies, Microsoft SCCM 2007 including Asset Management, Application Deployment, Remote Tools and Active Directory. Can create, test and configure ghost images to ensure compliance with approved faculty/academic requests. Has intermediate proficiency in the use of the Microsoft Office suite – Word, Visio, Project and Excel, and the ability to create project plans. Exhibits strong skills in:

- Communication
- Customer and Student Focus
- Building Relationships
- Organizing
- Planning

**Education**: Bachelor of Arts or Science in Information Technology or related subject area required.

**Experience**: Minimum of 2 years of experience with Windows OS knowledge, including Windows SP and Windows 7. Must have successfully led team to deploy and support large scale OS migrations and introduce new technology based on business needs and industry standards. Should have worked with Active Directory, Exchange and basic network management.

*Bergen Community College is an equal opportunity employer and does not discriminate on the basis of race, color, religion, age, sex, national origin, disability, or veteran status.*

Submitted by: ______________________ Date: ___________
Name/Title

Approved by: ____________________ Date: ___________
Name/Title

Reviewed by: ______________________ Date: ___________
Human Resources

Board Approval: _____________________ Date: ___________
Board Approval

**THE COLLEGE RESERVES THE RIGHT TO MODIFY JOB DESCRIPTIONS AT ANY TIME WITH OR WITHOUT NOTICE**